ATT 2000

2-Port Auto Attendant

User Manual

Synectix™

All specifications, information contained herein, hardware and software of the unit are subject to change without prior notice.

CAUTION:

- Please read this manual thoroughly before operating the unit and retain it for future reference.
- To prevent fire or shock hazard, do not expose this unit to rain or moisture.
- To avoid electrical shock refer installation, servicing of this product to the distributor/dealer from whom the purchase was made
- No user serviceable parts inside.

Static Discharge Warning:

The discharge of electrostatic energy that accumulates on the surface of human body or other surfaces can disrupt the working of ATT 2000 or damage the electronic components used. Observe static safe procedures while handling / installing/ maintaining the ATT 2000.

On Static Discharge it is observed that the ATT 2000 may experience loss of function which may require a manual reset to start functioning normally i.e the unit may have to be powered OFF and restarted to resume proper functioning.

Safety:

This product has been tested to comply with the international safety standards as per IEC 60950 and the relevant Australian/New Zealand standard.

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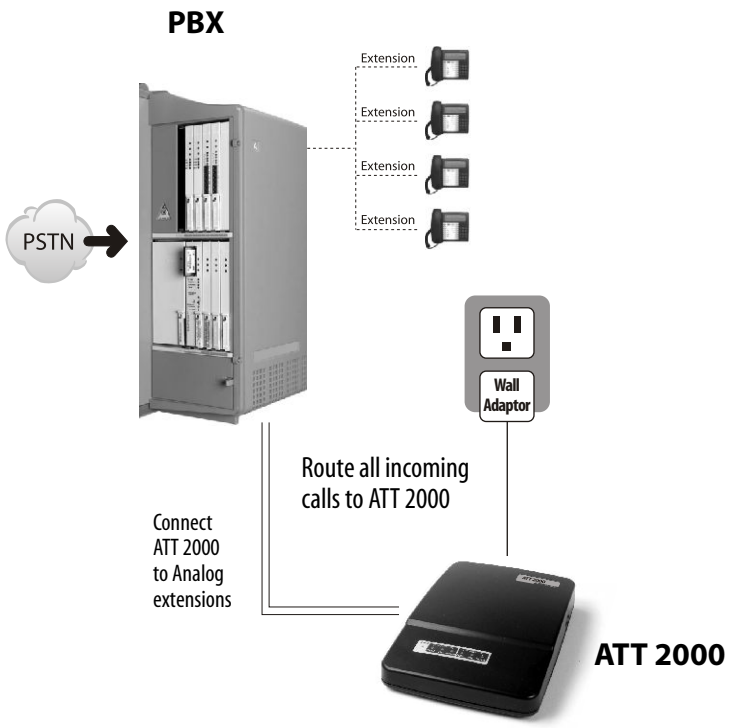
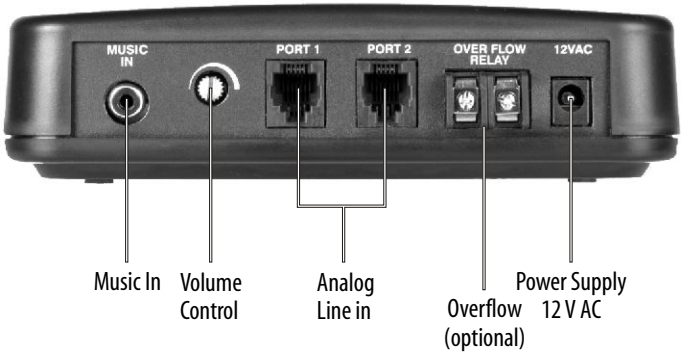
General Features

Welcome to your new ATT 2000, a two port Auto Attendant. ATT 2000 answers your customer's phone call with a professional greeting and lets him or her reach the desired extension or a department that they want to reach. It also routes an incoming fax to any of the fax extensions. The ATT 2000 works 24-hours a day, 7 days a week!

- The ATT 2000 comes with 200 seconds (3 minutes & 20 Seconds) of voice recording space available to the user and 40 seconds of default messages on each port. The optional Audiotex enabled model has the same 40 seconds of default messages and 200 seconds of greeting space but has an additional 480 seconds (8 minutes) of voice recording space available to the user for Audiotex messages.
- The ATT 2000 has a Real Time Clock based automatic DAY/NIGHT and HOLIDAY mode of operation and auto-fax detection. Multiple voice menus are available in the Audiotex enabled model, where. The two models are identical in all respects and functions, except for the Audiotex function.
- The ATT 2000 also has a music input. While recording the DAY / NIGHT / HOLIDAY greeting, a music source may be connected through this input, to have background music while the greeting is played to the callers.
- Status lamps on the top panel show the current operating status of the unit. When the ATT 2000 is powered ON, the green colored POWER lamp blinks a few times rapidly, glows steady for 1 second and then flashes on-off, indicating normal operation. The OFF HOOK lamp starts glowing as soon as an incoming call is answered and remains on as long as that port is off-hook. The PLAY and RECORD lamps glow while the port is playing back or recording a voice message, respectively.
- A standard RJ11 phone jack is used to connect the ATT 2000 to the PBX as an extension.
- The ATT 2000 may be wall mounted or kept on the tabletop. The unit has wall-mounting eyelets on the bottom of the unit, which is spaced 3 inches apart.
- The ATT 2000 has a volume control on the rear panel of the unit for adjusting the output level of the voice message being played back to the caller. This control is common for both ports in the 2-port version.
- The ATT 2000 does not need any batteries to retain its VOICE MESSAGES or the Program Parameters, since both are stored in Non-volatile memory.
- The ATT 2000 is a Plug-n-play product, which can be put to use with a minimum of programming. It comes with default parameters and default voice messages programmed in the unit, which are adequate for most installations. At some places, the hook flash and other timings may need to be programmed to get the unit to work properly in such cases please contact your dealer for assistance.
- The ATT 2000 is completely remote programmable.

Connection Diagram





Installation

Unpack the unit from its shipping carton. Your ATT 2000 shipping carton must contain the following:

The ATT 2000 Unit
User Manual
Phone Line Cords
Wall Adaptor

Select a suitable location for the ATT 2000 to be placed - it may be wall mounted or kept on the tabletop. The suitable location should have 1 or 2 analog phone extension sockets, a power socket close by and should be easily accessible for any service or maintenance work.

If you plan to mount the unit on the wall please follow the wall mounting instructions given below:

Use the paper template, provided with the unit, and secure two wood screws (Size 5 or 6) into the wall where you want to mount the unit. The distance between the center points of the mounting screws should be 3 inches. The wall on which the unit is to be mounted should be strong enough to support the weight of the unit. Also make sure that the screws are driven securely into the wall. Then, hang the unit onto the screws.

Precautions:

Do not install this unit where it would be subjected to :

- Direct sunlight, moisture or rain
- Heat sources, Radiators, Air Ducts etc.
- Draft from an air conditioner
- Excessive dust or corrosive fumes
- Mechanical shock or vibration

Plug in the Adaptor into the power socket and switch on the power to the unit. The power lamp on the unit flashes rapidly for about 2 seconds, remains steady for a second and then continues to flash once a second, indicating normal operation.

Insert the phone line cord in the phone socket on the unit and insert the other end into the wall extension socket for both the ports. Sometimes, when the power is first applied or when the phone cord is inserted, the Power lamp may glow steadily for about 5 seconds before returning to the slow On-Off flashing state. This is normal and need not cause any concern.

You are now ready to do a Functional Check of the unit.

Functional Check

After the Installation has been completed satisfactorily, you should carry out a few preliminary checks, before putting the unit into operation.

If you are looking at the ATT 2000 while you are running the functional check, it is very easy to solve any problems that may be encountered as well as understand the programming methods.

You will need another extension with a phone from which you can call into the ATT 2000 to go through the functional check. Ascertain the extension number of the ATT 2000 and call into it from the phone. The unit should pick up the call after the second ring and start playing the Main greeting.

If the ATT 2000 does not pick up the call by the second ring - observe whether the Power lamp on the unit is steady or flashing. If it is still flashing, it means that the unit is not getting any RING signal. Check the extension into which the ATT 2000 is plugged in - may be the extension is faulty or you may be calling some other extension number.

If the Power lamp is steady, wait for at least 16 rings - if the unit picks up the call before 16 rings, it may be, because, the default parameters have got changed. If the unit does not pick up the call even after 16 rings, most likely, the ringing signal received from the PBX is faulty.

Once the unit picks up and answers the call, listen to the voice message and adjust the volume if necessary. The Volume control is located on the rear panel of the unit. As long as the unit remains off hook, the OFF HOOK lamp glows steadily. Whenever the unit is playing a voice message, the PLAY lamp on the unit will also be glowing.

Now call into the ATT 2000 and dial an extension number while the unit is playing the DAY or NIGHT / HOLIDAY greeting. Confirm that the unit transfers the call to the extension that you had dialed.

Set the Real Time Clock to the correct time and then program the Day and Night timings. Call into the unit and listen to both the Day and Night greetings by changing the Day and Night timings.

If a fax call is routed to the unit, it transfers the call to the fax extension. If no digits are dialed, it transfers the call to the operator extension programmed in the unit.

If these basic functions work properly, go into programming mode and set all the other parameters to suit your site.

Most of the common problems along with the possible causes and remedies are listed on our website. If you faced any problem during the basic functional check, look through the Trouble-shooting guide on our website or call for Tech support.

Note: *The POWER lamp blinks roughly two times in a second when the unit is in the NIGHT and HOLIDAY MODE and roughly at about once a second in the DAY MODE.*

Operating Basics

The ATT 2000 has several built-in features. To make the best use of these features, it is necessary to understand the working of the unit as well as some features of your PBX and the site where it is being installed.

The default parameters have been designed to work straight away for most of the installations. However, some sites may require additional programming.

Please note that the ATT 2000 comes with factory recorded default prompts and Day, Night, & Holiday Greetings. These greetings once recorded over cannot be retrieved.

The default Day, Night, Holiday greetings and default Prompts (and also the Audiotex messages) may be recorded over in any order and as many times as desired.

The Hook Flash duration and the Delay after Hook flash are two parameters, which need to be programmed properly before the unit can function correctly. The "Extension Length" may be fixed or variable. If the variable length option is programmed, any mix of extension lengths say for example: 23, 304, 4155, 62701 etc. are all valid and calls are transferred to these types of extensions without any problem. However, if all the extensions are of a fixed length, it is recommended to program the Extension Length accordingly.

The unit accepts any digits that are dialed while the DAY/NIGHT/HOLIDAY greeting is being played. If no digits are dialed till the greeting is over, the unit transfers the call to the Day or Night operator depending on the current mode of operation.

When a caller encounters a BUSY or INVALID or NO-ANSWER from an extension, they have the option of trying another extension. However, if the call is not answered on the second try also, they have the option of reaching the operator only or hanging up the call.

However, if all the operator extensions are busy, a caller may try the Operator extension a maximum of 6 times. On the seventh attempt, the unit responds with "Please try your call again later.." and disconnects the call.

It is suggested that the users familiarize themselves with the programming of the unit and then change the default password so that unauthorized changes of the parameters are avoided.

The Audiotex model uses the digit 9 extensively in its Audiotex function. Hence, extension numbers beginning with the number 9 are not recommended. If any such extensions do exist, the unit transfers calls to these extensions from within the main greeting only and not from within an Audiotex menu message.

Day / Night / Holiday mode

The unit may be operated in the DAY or NIGHT / HOLIDAY mode the change-over is automatic depending on the Real time clock of the unit and the Day/Night/Holiday timings programmed in the unit. If it is desired to operate

the unit in the DAY mode only, then the Day and Night timings should both be set to 0000 hours. The unit plays the greeting depending on the DAY or the NIGHT or the HOLIDAY mode.

A separate Night Operator extension may be programmed in the ATT 2000. If a caller dials the operator digit OR if the caller encounters a Busy or Invalid extension, the call is transferred to the DAY operator if the DAY mode is in operation or the NIGHT operator if it is the NIGHT /HOLIDAY mode.

If you desire that the callers are able to reach the Security Department or your answering machine during the night time or during a Holiday, the Night / Holiday greeting should be recorded accordingly. The callers should be asked to dial the extension number of the Security Department or the extension to which the answering machine is connected. Alternatively, the extension of the Security Department itself could be programmed as the Night Operator extension. However, the single digit-dialing plan is not available during the NIGHT mode and HOLIDAY mode.

Recording space

The unit has 4 minutes of recording space available totally on each port for the Default prompts, the DAY, NIGHT and HOLIDAY greetings for each language.

The default prompts in English occupy about 50 seconds of space. Hence, in a single language environment, the balance space of 190 seconds is available for the Day, Night and Holiday greetings. Each of these greetings may be of any length as long as the total duration is within 190 seconds.

In a Multilingual environment, the default prompts of the second language use up 50 to 60 seconds out of these 190 seconds. The Day, Night and Holiday greetings of both the languages as well as the Pilot greeting must be made to fit into the balance of 130 to 140 seconds.

Note :

a) The DAY, NIGHT and HOLIDAY greetings may be recorded in any sequence at any time and may be of any duration subject to the total maximum space available.

b) Each greeting may be recorded separately without having to record the other greetings at the same time.

c) Once a new greeting is recorded, restoring the factory default settings cannot retrieve the default greeting.

Programming the Unit

The **ATT 2000 Auto Attendant** is shipped from the factory with default settings, which should be good enough to work in most installations. However, some site-specific parameters may need to be programmed, before the unit is put into operation.

The following pages list the available programs along with the valid input parameters and the defaults already programmed in the unit.

The unit has a built in set of voice prompts, which are used to guide the user during programming and also to ascertain the currently programmed values in the system.

The unit is fully remote programmable. The user can program and check all of the values as well as record the DAY / NIGHT / HOLIDAY greeting, from any remote location, by calling into the unit from a standard touch-tone phone instrument.

To enter the Programming Mode:

Call in to the ATT 2000 by dialing the extension to which it is connected. The unit picks up the call and starts playing the DAY / NIGHT / HOLIDAY greeting. At any time while the greeting is being played, press the `star' key (✱) to enter the Programming mode.

As soon as ✱ is pressed, the DAY / NIGHT / HOLIDAY greeting stops playing. Now press another ✱ , then the 4 digit password followed by the # key. The default User password is 6789.

Note: The user password provides access to USER PROGRAMS only, whereas the Installer Password provides access to ALL PROGRAMS.

If the password is valid, the unit prompts you with the message Enter Program Number. If the password is invalid, you will hear the message This entry is invalid and the unit returns to the DAY / NIGHT / HOLIDAY greeting.

Press ✱✱ 6789 # to enter programming mode.

Press ### to exit programming mode.

Note:

In the example given above, the ✱✱ are the password access digits, 6789 is the password itself and # is the entry terminator. If the caller presses ✱ 6789, it is treated as a transfer to an extension.

General Programming Rules

All the digits for the program number and the values for that program should be entered one after the other. Where multiple extensions are being entered, a ✱ is used to append and **#** to end that particular program.

If the unit responds with the message "This entry is invalid" it means that either you entered a program number which does not exist or that the parameters for that program are invalid or out of range.

If a digit is input while the unit is playing a voice prompt, the voice prompt stops playing and the unit waits for further inputs. Hence, until the user is familiar with the programming methodology, it is recommended that the user wait for the voice prompts to finish playing fully before proceeding with the next program inputs.

Some programs require a variable number of digits to be entered, while the rest of the programs require a fixed number of digits to be entered. Where a variable length entry is permitted, if less than the maximum number of digits permitted for that program is entered, the # key should be used to terminate the entry sequence.

For the fixed length entry programs, the unit starts processing the entered digits as soon as all the digits are entered.

The # key is not to be used for terminating the entry sequence for these programs.

All 1xx and 3xx program numbers are for programming values and 2xx and 4xx program numbers are used to playback the programmed values. This helps in ascertaining the programmed values.

If no digits are entered for 40 seconds, the unit times-out and exits from the programming mode. While the password is being entered, if no digits are entered, the unit times out within 5 seconds and returns to the main greeting.

On successful completion of a program, the old values are overwritten with the new values in the unit's non-volatile memory and will come into effect after exiting from the programming mode. The unit may take about 1 second to write the values in the non-volatile memory. If more than 1 digit is entered during this period, it may lead to an error or unexpected operation.

The values that are currently programmed in the system may also be ascertained by `listening' to the values prompted by the system. The **#** key is not prompted since it is used to terminate an entry.

After the programming is over and the user exits the programming mode by pressing **###**, the unit starts playing the DAY / NIGHT / HOLIDAY greeting and the user may now dial another extension or test the parameters that were just programmed.

List of available programs

User Programs (101–499)

Program No.	Name of the Program
101/201	No Of Rings To Pickup
102/202	Transfer Type
103/203	Single Digit Dialing Plan
104/204	Operator Ext.
105/205	Fax Extensions
106/206	Invalid Leading Digits
107/207	Valid Extension List
108	Delete Valid Extension
109/209	Invalid Extension List
110	Delete Invalid Extension
111/211	No. of Rings For No Answer
112/212	Reroute-on-busy extension
113/213	Night Operator Extension
114/214	Set Real Time
115/215	Set Office hours / Day hours
116/216	Prompt Extension while Transferring
117/217	Record / Listen to Main Greeting
118/218	Record / Listen to Night Greeting
119/219	Change User Password
120/220	Primary Language Number
121/221	Pilot Greeting Enable/Disable
122/222	Record / Listen to Pilot Greeting
123/223	Program Holiday dates
124/224	Delete Holiday dates
125/225	Record / Listen to Holiday greeting
126/226	Ghost Call check
301-332	Record Submenu Messages
401-432	Listen To Submenu Messages
199	Load Default User Parameters
399	Delete All Submenu Messages

Default User Parameter Table

Prog. No.	Default Value	Name of the Program
101 :	1	No. of Rings for Pick up
102 :	1	Transfer type
103 :	-	Single Digit plan
104 :	0	Operator Extension
105 :	-	Fax Extension
106 :	56789	Invalid Leading Digits
107 :	-	Valid Extension List
108 :	-	Delete Valid Extension
109 :	-	Invalid Extension List
110 :	-	Delete Invalid Extension
111 :	5	No. of rings for No Answer
112 :	-	Reroute on Busy Extension
113 :	-	Night / Holiday Operator Extension
114 :	-	Real Time
115 :	0000 0000	Day / Night hours
116 :	0	Prompt Extension Number Disabled
117 :	-	Record DAY greeting
118 :	-	Record NIGHT greeting
119 :	6789	User password
120 :	1	Language Number
121 :	0	Pilot Greeting Disabled
122 :	-	Record Pilot Greeting
123 :	-	Program Holiday dates
124 :	-	Delete Holiday dates
125 :	-	Record Holiday greeting
126 :	0	Ghost Call Check Disabled

Program # 101: ***Number of rings to pick up***

When the PBX routes an incoming call to the unit, it may be programmed to answer the call on either the first ring or anywhere up to the ninth ring.

Enter 101 n where n = 0 to 9 rings

If ✱ is entered, the unit prompts the message "This entry is invalid".

Default value = 1

Length of entry = fixed 1 digit

Note: If 0-rings-for-pick-up has been programmed, the incoming call is picked up immediately as soon as the port receives the first ring pulse without waiting for the first ring to complete.

Program # 201:

To listen to the currently programmed value for the Number of rings to pick up -

You will hear: "Two Zero One (0.6 sec silence) One"

Program # 102: ***Transfer Type***

To select the TRANSFER TYPE

ATT 2000 Supports 3 types of transferring an incoming call.

Type 0 - Semi supervised

Type 1 - Fully supervised

Type 2 - Blind mode

Semi supervised: In this mode, the unit transfers the call to an extension, if it returns a ring signal. If that extension is busy or invalid, the appropriate message is played back to the caller.

Fully supervised: In this mode, the unit waits for the extension to answer before transferring the incoming call. If there is no answer from the extension, the unit plays back the message "I am sorry, there is no answer from that extension" and then allows the caller to dial 0 for the operator or dial another extension or hang up. The number of rings that the unit waits before deciding there is no answer from the called extension depends on the value programmed under program # 111.

When a call is transferred to an extension, the ATT 2000 intelligently analyses two consecutive call progress cycles to decide whether the called extension is busy or invalid or if there is no answer. If the called party answers, the call is patched through immediately.

Some PBXs return a BUSY signal when an Invalid extension is dialed. In such cases, the unit plays back the message "I am sorry, that extension is

busy" for invalid extension transfers. If it is very important to distinguish between a BUSY and INVALID extension, all invalid extensions must be programmed in the unit (Invalid leading digits and list of invalid extensions)

Blind mode: In this mode, the unit does not check for 'ring–no answer' , 'busy', and 're-order' signals from the PBX and the call is transferred as long as it is not part of the invalid extension list. The unit dials out the extension and hangs up.

This mode is normally used where the PBX is used in the Integrated mode of call transfer, where the call transfer occurs much faster than in the Semi supervised or Fully supervised mode of operation.

Enter 102 n where n = 0, 1 or 2

If any other value is entered, the unit prompts the message "This entry is invalid".

Default value = 1

Length of entry = fixed 1 digit

Program # 202:

To listen to the currently programmed value for the Transfer type -

You will hear: "Two zero Two (0.6 sec silence) One"

Program # 103: *Single Digit Dialing Plan* *(See the Audiotex section also)*

The user has the option of allowing access to a group of extensions by dialing a single digit. For example, the DAY greeting may be "... dial 1 for Sales, 2 for Accounts and 3 for Reservations". And when the caller dials 1 you can make the unit transfer the call to say 127 or 1255, if 2 is dialed - transfer to 3291 or 416 and if 3 is dialed - transfer to 201 or 4720 and so on.

In the above example, a single digit plan for 1, 2, and 3 has been enabled. The dialing plan may be enabled for the digits 1 to 8. For each digit, two extensions may be programmed and the extensions may be 2 to 5 digits in length. *The dialing plans for the digits 0 and 9 are not allowed.*

The programming sequence for the above example is as follows:

103 1 127 ✱ 1255 **#** Enter program number

103 2 3291 ✱ 416 **#** Enter program number

103 3 201 ✱ 4720 **#** Enter program number

The dialing plan for each digit must be programmed separately.

To enter only one extension for a digit, enter 103 1 127 **#**. To delete both extensions entered earlier, enter 103 1 **#**.

To delete only one of the two extensions entered earlier, first delete both extensions and then re-enter the required extension.

The mode of transfer to these extensions depends on the `transfer mode' selected under program #102.

The dialing plan for 0 and 9 are not allowed, since they are reserved for the Operator extensions. It is also not necessary to enable the plan for digits in a sequence. For example, the dialing plan may be enabled for digits 1, 4 and 8 only.

The Operator digit, (if other than 0 or 9) should not be part of the single digit plan.

All the extensions that are entered here are treated as Valid extensions and are not subject to the Invalid leading digit check or the Invalid extension list check. The extension numbers may also be repeated between the plans for different single digit plans.

Default: None

All single digit plans are disabled by default.

Program # 203:

This program prompts the Single digit plan for all digits that have been programmed.

You will hear (for the example on previous page) -

Two Zero Three (0.6 sec silence) One (0.6 sec silence) One Two Seven Star One Two Five Five (0.6 sec silence), Two (0.6 sec silence) Three Two Nine One (0.6 sec silence) Four One Six (0.6 sec silence) Three (0.6 sec silence) Two Zero One Star Four seven Two Zero…

Program # 104: *Operator Extension*

The user may program multiple extensions as "DAY Operator extensions". These extensions may be of different lengths. For example, you may enter 104 0 ✱ 261 ✱ 3564 **#.**

In the above example, one Single digit, one 3 digit and one 4 digit extension has been programmed, Press ✱ to separate two extensions. Press **#** to terminate the entry. At least 1 digit must be programmed. For example, the entry 104 1 **#** is a valid entry. However, the extensions programmed here must be valid extensions for the PBX.

When a caller requests a transfer to the Operator extension, ATT 2000 dials the first extension in the above list. If the unit encounters a busy / no answer signal from the first extension, it tries the second and if even that is busy / no answer, it tries the third extension in the list.

If a blind mode of transfer has been selected, the unit dials the first

extension and hangs up. The unit performs a 'no answer' check on the operator extensions if a Fully supervised mode has been selected. The actual mode of transfer must be set by your Installer at the time of installation separately for the Operator extensions.

Default value = 104 0 #

Length of entry = maximum of 16 digits, including the # key

The # key is used to terminate the entry sequence. If a ✱ is entered as the first digit or if two consecutive ✱ s are entered anywhere else in the string, the system treats it as an invalid entry.

If 16 digits are entered and then the # key is pressed, the unit checks for validity of the 16 digits and then stores them if valid. But the # key is processed as the first digit of the next program number - which will make the unit exit the programming mode. Hence, the # key must be used only if the total number of digits entered is less than 16.

Program # 204:

To listen to the currently programmed value for the Operator extensions -

You will hear:

"Two zero four (0.6 sec silence) Zero"

The #at the end is not prompted as it is an indicator of the end of the string.

Program # 105: *Fax Extensions*

The user may program multiple extensions as "Fax extensions". These extensions may be of different lengths. For example, you may enter 105 200 ✱ 5001 #. To disable the fax detection, enter # as the first character.

Press ✱ to separate two extensions. Press # to terminate the entry. For example, the entry 105 1 # is valid.

When a call is routed to the ATT 2000, it goes off hook and starts playing the DAY / NIGHT / HOLIDAY greeting normally. As soon as the Fax tone is detected, it stops playing the greeting and transfers to the Fax extension. This feature allows the caller to listen to the greeting (to confirm that he has called the correct number) and then press the START button on his fax machine. The automatic transfer to the fax extension takes place as long as the fax tone is detected before the greeting finishes playing.

If the unit encounters a Busy or No-answer signal from the first extension, it tries the second and if even that is Busy / No-answer, it tries the third extension in the list. If all the extensions are Busy / No-answer, the call is transferred to the Operator, so that the fax call may be attended to manually, if possible.

If a blind mode of transfer has been selected, the unit dials the first extension and hangs up.

Default value = 105 **#**

The fax detection is disabled by default.

Length of entry = maximum of 16 digits, including the **#** key

The **#** key is used to terminate the entry sequence. If a ✱ is entered as the first digit or if two consecutive ✱ s are entered anywhere else in the string, the system treats it as an invalid entry.

If 16 digits are entered and then the # key is pressed, the unit checks for validity of the 16 digits and then stores them if valid. But the **#** key is processed as the first digit of the next program number - which will make the unit exit the programming mode. Hence, the **#** key must be used only if the total number of digits entered is less than 16.

Program # 205:

To listen to the currently programmed value for the Fax extensions -

You will hear:

"Two Zero Five"

The **#** at the end is not prompted as it is an indicator of the end of the string.

Program #106: *Invalid Leading digits*

All extensions with these leading digits are treated as invalid extensions, except if that specific extension is listed as a Valid extension OR if that leading digit is part of the Single digit dialing plan.

For example 106 3456789**#** makes all extensions whose first digit is 3 or 4 or 5 or 6 or 7 or 8 or 9 as Invalid. So, if the caller dials 501, he will hear the message "This entry is invalid" unless the extension 501 is programmed in the VALID LIST of extensions

Enter all digits one after other and press # to terminate the entry.

Default value: 106 56789**#**

Length of entry = maximum of 9 digits, including the **#** key

The **#** key must be used to terminate the entry, only if the total number of digits entered is less than 9. If a ✱ is entered, the unit prompts "This entry is invalid" and ignores the entire string of digits that were entered.

Program # 206:

To listen to the currently programmed Invalid Leading digits -

You will hear:

"Two zero Six (0.6 sec silence) Five Six Seven Eight Nine"

The **#** at the end is not prompted as it is an indicator of the end of the string.

Program # 107: *Valid Extension List*

To enter the list of Valid Extensions -

Under this program, the extensions are entered one by one. After entering the program number, enter the first extension to be placed in the list-of-valid-extensions. The extensions may be of any length from 2 to 5 digits. The unit checks for validity and stores the extension in the memory. If the entry is invalid or if it is a duplicate entry, the unit does not store that value.

An all-0 extension is invalid. Press ✱ to enter the next extension. The entire list of extensions may be entered one after the other without waiting for any response from the unit. Press **#** to terminate the programming.

Length of entry = Total of 256 digits (inclusive of the ✱ between 2 extensions)

The maximum numbers of valid extensions that may be stored are: 84 extensions of 2 digits or 63 extensions of 3 digits or 50 extensions of 4 digits or 42 extensions of 5 digits.

After all the available space for the valid extensions is used up, if another extension is entered, the unit prompts "This entry is invalid" and returns to the "Enter Program number" prompt.

Default value: 107 **#**

There are no default entries for this program.

Program # 207:

To listen to the currently programmed list of valid extensions -

You will hear: "Two Zero Seven (0.6 sec silence)"

The # at the end is not prompted as it is an indicator of the end of the string.

Note: An entry in the list of valid extensions overrides the Invalid leading digit entries and the list of Invalid extensions. For example, if 5 is an invalid leading digit but extension 534 is entered in the list of valid extensions, it is treated as a valid extension.

Program # 108: *Delete Valid Extension*

To delete one or all of the Valid extensions -

Enter the extension to be deleted after the program number. For example - 108 245 will delete extension 245 from the list of Valid extensions.

If that extension is not present in the list of Valid Extensions, you will hear the message "This entry is invalid" and the unit returns to the "Enter Program number" prompt.

To delete all Valid extensions -

Enter 108 00000. (5 zeros must be entered)

Program # 208:

This program also prompts the Valid list of extensions. (Same as program # 207)

Program # 109: *Invalid Extension List*

To enter the list of Invalid Extensions -

Under this program, the extensions are entered one by one. After entering the program number, enter the first extension to be placed in the list-of-invalid-extensions. The extensions may be of any length from 2 to 5 digits. The unit checks for validity and stores the extension in the memory. If the entry is invalid or if it is a duplicate entry, the unit does not store that value.

An all-0 extension is invalid. Press ✱ to enter the next extension. The entire list of extensions may be entered one after the other without waiting for any response from the unit. Press # to terminate the programming.

Length of entry = Total of 256 digits (inclusive of the ✱ between 2 extensions)

The maximum numbers of invalid extensions that may be stored are: 84 extensions of 2 digits or 63 extensions of 3 digits or 50 extensions of 4 digits or 42 extensions of 5 digits.

After all the available space for the invalid extensions is used up, if another extension is entered, the unit prompts "This entry is invalid" and returns to the "Enter Program number" prompt.

Default value: 109 #

There are no default entries for this program.

Note: An entry in the list of valid extensions overrides the entry in the list of Invalid extensions.

Program # 209:

To listen to the currently programmed list of invalid extensions -

You will hear:

"Two Zero Nine (0.6 sec silence)"

The # at the end is not prompted as it is an indicator of the end of the string.

Program # 110: *Delete Invalid Extension*

To delete one or all of the Invalid extensions -

Enter the extension to be deleted after the program number. For example - 110 245 - deletes extension 245 from the list of Invalid extensions.

If that extension is not present in the list of Invalid Extensions, you will hear the message "This entry is invalid" and the unit returns to the "Enter Program number" prompt.

To delete all Invalid extensions -

Enter 110 00000. (Five zeros must be entered)

Program # 210:

This program also prompts the Invalid list of extensions. (Same as program # 209)

Program # 111: *Rings for No Answer*

Number of rings to wait before deciding there is NO ANSWER from that extension:

When an incoming call is transferred to an extension in the fully supervised mode, the unit waits to see if that extension is answered or not. If the extension returns a ring signal, the unit waits for the programmed number of rings before deciding that there is "no answer" at that extension.

The ring signal has a very specific cadence and any response not matching the ringing sequence of that PBX are taken as answered and the caller is connected to that extension.

Enter 111 n where n = 3 to 9

For all other digits, the unit prompts the message "This entry is invalid".

Default value = 5 Length of entry = fixed 1 digit

The unit counts the number of rings returned by the called extension and if this exceeds the programmed value, the unit retrieves the call and plays the prompt "I am sorry, there is no answer from that extension". The call is treated as answered if the call progress cadence returned by the called extension does not match the programmed Ring cadence.

Program # 211:

To listen to the value for the Number of rings for No Answer

You will hear: "Two One One (0.6 sec silence) Five"

Program # 112: *Re-route on Busy Extension*

If an extension to which a caller requests a transfer returns a busy signal, the caller hears the prompt "I am sorry, that extension is busy. Please dial 0 for an Operator or try your call later." Now if the caller dials 0, the call is

transferred to this alternate Reroute-on-busy extension.

Default value: 112 #

One extension of any length (max. 5 digits) may be programmed as a Reroute-on-busy extension. If this is not programmed, the call is routed to the normal Operator extension.

The mode of transfer depends on the value programmed by your Installer for the "Operator transfer mode". However, if the Re-route on Busy extension returns a Busy signal on the first attempt, the call is transferred to the regular Operator extension on the next attempt.

Program # 212:

To listen to the currently programmed value for the Re-route on busy extension -

You will hear: "Two One Two (0.6 sec silence)"

The # at the end is not prompted as it is an indicator of the end of the string.

Program # 113: *Night Operator Extensions*

The ATT 2000 transfers the caller to the extension programmed under this program number when the Night / Holiday mode is enabled and the unit is put into the Night / Holiday mode of operation and a caller needs to reach the operator (either because he got a busy extension or he dialed an invalid extension).

Typically, this is the extension of the Security Department or could even be for the common answering machine for the organization or the Night desk clerk of a Hotel.

Length of entry = maximum of 16 digits, including the **#** key

The **#** key is used to terminate the entry sequence. If a ✱ is entered as the first digit or if two consecutive ✱s are entered anywhere else in the string, the system treats it as an invalid entry.

If 16 digits are entered and then the # key is pressed, the unit checks for validity of the 16 digits and then stores them if valid. But the **#** key is processed as the first digit of the next program number - which will make the unit exit the programming mode. Hence, the # key must be used only if the total number of digits entered is less than 16.

Default value : None

Program # 213:

To listen to the currently programmed value for the Night Operator extension -

You will hear:

"Two One Three (0.6 sec silence)"

Program # 114: *Set Real Time Clock*

The unit has a battery backed Real Time Clock. Proper setting of the Real Time is essential for the unit to switch correctly between the DAY, NIGHT and Holiday modes.

To set the time, enter 114 YY MM DD WW HH MM (where YY is the Year in two digit format, MM is the Month from 01 to 12, DD is the day from 01 to 31, WW is the day of the week (Monday=01, Saturday=06, Sunday=07), HH is the hours in 24 hour format 00 to 23 and MM is minutes 00 to 59)

If an Invalid value is entered, the unit prompts the message "This entry is invalid".

Program # 214:

Listen to current Date and Time. For example, if the time is 7:45 am on Monday August 17th, 2003, the unit prompts

"Two One Four (0.6 sec silence) Zero Three Zero Eight One Seven Zero One Zero Seven Four Five"

Program # 115: *Program DAY / NIGHT hours*

The unit may be programmed for a different mode of operation depending on the time of the day. During the DAY mode of operation, the Single Digit dialing plans are in use and the operator is the DAY Operator as programmed under "Day Operator Extensions" program.

During the NIGHT / HOLIDAY mode of operation, the Single Digit dialing plans are NOT available for use and the operator is the NIGHT Operator as programmed under "Night Operator Extensions" program.

To set the DAY HOURS, for example, enter 115 08001700 to have the DAY mode from 8 AM to 5 PM. The unit expects an 8-digit HHMM1 HHMM2 string to follow the program number and automatically validates and stores the value if valid or else prompts "This entry is invalid" if an invalid time string is entered.

The DAY mode is from HHMM1 to HHMM2 and the NIGHT mode is from HHMM2 to HHMM1. In the above example, the NIGHT mode is from 5 PM to 8 AM.

If the NIGHT mode of operation is not required, enter HHMM1=HHMM2 and the unit treats the entire 24 hour duration as the DAY mode. For example 115 0000 0000 effectively disables the NIGHT mode of operation.

Program # 215:

Listen to the currently programmed DAY / NIGHT hours setting. In the above example, the unit will prompt

"Two One five (0.6 sec silence) Zero Eight Zero Zero One Seven Zero Zero".

Program # 116: ***Prompt Extension Number***

Enable / Disable "Prompt extension number while transferring call". ATT 2000 has a feature by which the extension number may be prompted to the caller while transferring the call. For example, if a caller dialed 319 to transfer to extension 319, the unit prompts "Please hold while your call is transferred" when this feature is disabled whereas it prompts "Please hold while your call is transferred to extension Three One Nine" if this feature is enabled.

To Disable the feature, enter 116 0 and to Enable, enter 116 1.

Default value = 0

Program # 216:

Listen to the currently programmed value. The unit prompts

"Two One Six (0.6 sec silence) Zero".

Program # 117: ***Day Greeting***

To record the DAY greeting - ATT 2000 has a default DAY greeting already recorded in it. To record your message over this default greeting, do as follows:

Enter 117. Listen to the long tone and begin speaking after the tone. To terminate the recording, finish speaking, wait for 2 seconds and then press #.

Note:

Refer to the "Recording Space" section for details on the available recording time in the unit.

Program # 217: To listen to DAY greeting; Enter 217.

After the DAY greeting is played back, the unit prompts with Enter program number indicating that it is ready to accept the next input.

If a digit is input while the DAY greeting is playing, the unit will terminate the greeting playback and accept the dialed digit as the first digit of the next program number.

Program # 118: ***Night Greeting***

To record the NIGHT greeting - ATT 2000 has a default NIGHT greeting already recorded in it. To record your message over this default greeting, do as follows:

Enter 118. Listen to the long tone and begin speaking after the tone. To terminate the recording, finish speaking, wait for 2 seconds and then press #.

Note:

Refer to the "Recording Space" section for details on the available recording time in the unit.

The NIGHT greeting may be recorded separately without having to record the DAY or the HOLIDAY greeting at the same time.

Program # 218: To listen to NIGHT greeting

Enter 218.

After the NIGHT greeting is played back, the unit prompts with Enter program number indicating that it is ready to accept the next input.

If a digit is input while the NIGHT greeting is playing, the unit terminates the greeting playback and accepts the dialed digit as the first digit of the next program number.

Program # 119: ***User Password***

To program a new 4 digit password.

Enter 119 nnnn.

'nnnn' is the new password that you want to set. The password may include ✱ but not # as a digit.

Length of entry = fixed 4 digits

Default password = 6789

The ✱✱ which precedes the password (while going into the programming mode from the main greeting) are not treated as part of the password.

Program # 219:

To listen to the currently programmed password

You will hear:

"Two One Nine (0.6 sec silence) Six Seven Eight Nine"

Program # 120: *Language Number*

Select Primary Language: The ATT 2000 may be used in a multilingual environment as it supports 2 Languages. The Main Greetings and the Default prompts may be recorded in 2 different languages. However the total recording space for all these greetings and prompts is 4 minutes. Hence, when this option is desired to be put to use, it is necessary to record the DAY / NIGHT / HOLIDAY greetings and all the Default prompts in the other language.

The MULTILINGUAL feature may be used in two different modes as follows

(a) ***SIMULTANEOUS Mode***: In this mode, the prompts are recorded in the 2 languages and an additional short Pilot prompt containing the Multilingual prompt is played as soon as the call is answered by the unit.

This Pilot prompt is described in the next Program #121 and must be recorded and enabled. Here, the Pilot prompt would be, for example ***"To continue in English, press 1, Pour continuer en français veuillez composer le numéro Deux".*** Depending on the digit pressed by the caller, the Main greeting and the default prompts in the corresponding Language are played.

If the caller does not press any digit, the main greeting of the Primary Language is played.

(b) ***PRIMARY Mode***: In this mode, you may record the Greetings and the prompts in the 2 languages but select either of them as the active language. The Pilot greeting must be disabled. For example, you have recorded the Greetings and the prompts in English (Language #1) and French (Language #2) but you would like to have only the French prompts enabled. In such a case, under this program, set the Primary Language = 2.

If it is desired to change the Primary Language at a later date, program the language number accordingly. This feature allows you to have 2 languages without having to record the prompts every time you want to change the language.

In this 'Primary Language' mode of operation, the short Pilot greeting is not applicable. Enabling the Pilot greeting would automatically select the 'Simultaneous' mode of multilingual operation.

To select the Language of choice, enter 120 n where 'n' is the Language number and may be = 1 or 2 only.

Note : The total duration of the Pilot prompt and all the Multilingual prompts must not exceed 4 minutes.

The "Language Number" is also used to change the DAY / NIGHT / HOLIDAY greeting of the second language in the Multilingual mode of operation. When the Multilingual mode has been enabled, the programs

for recording the Day or the Night / Holiday greeting would change the greeting of the Language selected under the "language Number".

For example, if you have recorded French prompts as Language 2 and you wish to change the French NIGHT greeting only, do as follows : Program Language number = 2, go into Program # 118 and record French NIGHT greeting, Change the "Language number" back to its original value.

Program # 220:

To listen to the current Primary Language number

You will hear:

"Two Two Zero (0.6 sec silence) One"

Program # 121: *Pilot Greeting*

Enable / Disable Pilot Greeting.

Disable = 0, Enable = 1. (Default = 0)

The Pilot greeting is a short greeting played before the Main greeting in the Multilingual mode of operation. The Pilot greeting gives the option to the caller to select the Language of choice (as described in Program #120).

This Pilot program may also be enabled in a single Language environment - if you want new callers to be transferred to the Operator with the shortest possible delay when they do not know the extension number. This feature is also useful in transferring callers from rotary phones to the Operator as quickly as possible.

For example, the Pilot greeting could be "Thank you for calling ABC Company. Press 1 for further options or stay on the line for assistance". Those callers who know the extension may dial the extension immediately while the Pilot greeting is playing or if they wish to listen to further options may press 1 and then use the single digit plan or dial the extension after listening to the main greeting.

Program # 221:

To listen to the current value

You will hear:

"Two Two One (0.6 sec silence) Zero"

Program # 122: *Record Pilot greeting*

To record your message, do as follows:

Enter 122 Listen to the long tone and begin speaking after the tone. To terminate the recording, finish speaking, wait for 2 seconds and then press #.

Program # 222:

Listen to the current Pilot greeting.

After the greeting is played back, the unit prompts with Enter program number indicating that it is ready to accept the next input.

If a digit is input while the greeting is playing, the unit terminates the greeting playback and accepts the dialed digit as the first digit of the next program number.

Program # 123: ***Program Holiday dates.***

To enter the list of Holidays -

Under this program, all the Holidays, including Sundays and Weekends up to a maximum of 16 holidays - are entered one after the other in MMDD format with a ✱ separating two successive entries. The unit checks for validity and stores the dates in the memory. If the entry is Invalid or if it is a duplicate entry, the unit does not store that value.

To program the Weekly Holiday for example Sunday you should enter 0007, where MM=00 signifies that it is common throughout the year and the DD=07 signifies the day of the week (where Monday=01, Saturday=06, Sunday=07). Similarly, to program Saturday as the Weekend Holiday, you should enter 0006 where the DD=06 signifies Saturday.

For example, to program all Sundays, Saturdays, January 20, February 17, May 26, July 4 , September 1, October 13, November 11, November 27 and December 25 as Holidays, you should enter

123 0006 ✱ 0007 ✱ 0120 ✱ 0217 ✱ 0526 ✱ 0704 ✱ 0901 ✱ 1013 ✱ 1111 ✱ 1127 ✱ 1225 #

Length of entry = Total of 80 digits (inclusive of the ✱ between 2 Holidays). Maximum number of Holidays = 16.

New entries are appended to the existing list of Holidays and the Holidays may be entered in any order. After all the available space for the Holidays is used up, if another date is entered, the unit prompts "This entry is invalid" and return to the "Enter Program number" prompt.

Default value: 123 #

There are no default entries for this program.

Program # 223:

To listen to the currently programmed list of Holidays -

You will hear: "Two Two Three (0.6 sec silence)"

The # at the end is not prompted as it is an indicator of the end of the string.

Program # 124: *Delete Holiday*

To delete a Holiday : Enter the date to be deleted after the program number. For example 124 1225 deletes December 25th from the list of Holidays.

If that Date is not present in the list, you will hear the message "This entry is invalid" and the unit returns to the "Enter Program number" prompt.

To delete all Holidays in the list, enter 124 0000. (Four zeros must be entered).

Program # 224:

This program also prompts the List of Holidays. (Same as program # 223)

Program # 125: *Record HOLIDAY greeting*

To record your Holiday greeting, do as follows:

Enter 125 Listen to the long tone and begin speaking after the tone. To terminate the recording, finish speaking, wait for 2 seconds and then press #.

Program # 225:

Listen to the current Holiday greeting.

After the greeting is played back, the unit prompts with Enter program number indicating that it is ready to accept the next input.

If a digit is input while the greeting is playing, the unit terminates the greeting playback and accepts the dialed digit as the first digit of the next program number.

Program # 126: *Ghost Call Check*

Enable / Disable Ghost Call check.

Ghost Calls are those calls which are transferred to the Operator after the caller has disconnected or hung up. In such cases, the Operator answers the call only to find that there is no one at the other end.

If the Ghost Call Check is enabled, the unit waits for the Main greeting to be played till the end and if no digits are dialed till that time, it will check for the presence of a disconnect signal from either the PBX or the Telephone Exchange. These disconnect tones can be the Dial tone or the Busy tone of the PBX or a special disconnect tone given by the exchange.

The ATT 2000 can detect all of these tones and disconnects the call without transferring the call to the Operator if any one of these tones is present. The disconnect tone cadences given by the Exchange are programmable and is by default set to 750 msec on and 750 msec off.

Normally, the disconnect tone from the Exchange is available for 30 seconds after the caller disconnects. Hence, if the Main greeting is longer than 30 seconds and if the caller disconnects within the first few seconds, the unit may not be able to detect the disconnect tone. Hence, for proper detection of this tone, it is recommended that the Main greeting should be less than 25 seconds long.

Disable = 0, Enable = 1. (Default = 0)

Program # 226:

To listen to the current value

You will hear:

"Two Two Six (0.6 sec silence) Zero"

Program # 199: Store Default values

Store all User default values in the non-volatile memory.

This program takes about 3 seconds to execute - any digits entered during this period is ignored.

Hence, wait until the "Enter Program number" prompt is heard, before pressing any more digits.

Note:

This program erases all the Extensions entered under the List of Valid Extensions, List of Invalid Extensions, all Operator extensions, Fax extensions, Single digit plans, and Holiday lists. However, all Greetings and Audiotex messages are not deleted and will remain as they were.

Audiotex Menus

The AUDIOTEX menus have additional voice recording space and additional program features to enable the user to have multiple voice menus.

This feature is very useful in allowing the callers to get information for example—driving directions, rates and availability of rooms in hotels, announcements of Holiday specials, product pricing or features, company directory, product information etc. The caller may repeat a message or go back to the previous menu, or dial an extension or reach the operator from any of the voice menus.

The Audiotex model has an additional 8 minutes of recording space per port which is fully available for voice menu messages. The Audiotex model may have a maximum of 32 messages with a total maximum of 480 seconds of recording time. Each of these messages may be of any length and may be recorded and re-recorded in any order, at any time, individually or one after the other.

It is the user's responsibility to match the programming for the single digit dialing plan with the options being played back to the caller in the DAY greeting and the sub-menu prompts and the sub-menu prompt sequence numbers themselves.

To record or listen to the voice menu messages, go into programming using the password.

Program numbers for Audiotex:

301 332 Record sub-menu messages no. 1 to 32 (Wait for long tone, begin speaking, press # to terminate)

401 432 Listen to sub-menu messages no. 1 to 32

Sample Audiotex main menu

Main greeting: "Thank you for calling XYZ Company. If you know the extension of the party you wish to reach, please dial it at any time during this greeting. For Sales press 1, for Accounts press 2, for Tech support press 3, to know more about our products press 4, for the company directory press 5, for our address press 6. To reach the operator dial 0 or stay on the line."

In this case, the single digit-dialing plan in program 103 would be (for example)

103 1 301 302 (301, 302 are Sales Dept. extensions)

103 2 411 235 (411, 235 are Accounts extensions)

103 3 261 344 (261, 344 are Tech support extensions)

103 4 901 02 03 04 05

103 5 906 07 08 09

103 6 911

The single digit dialing plans for the digits 1, 2 and 3 are same as in the case of the standard **Auto Attendant.** However, when a caller presses 4, the voice menu message no. 1 is played (the entry 901 indicates that 9xx is a voice prompt and 01 means the first message is played. Hence, 9xx extensions are not allowed with the Audiotex menus). The following entries of 02, 03, 04 and 05 mean that in message no. 01, the user has enabled further options for digits 1, 2, 3 and 4. (A maximum of 6 sub-menu options may be programmed.) So, while the menu message no. 01 is playing, if the caller presses 1, the menu message 02 is played. If 2 is pressed menu message 03 is played; if 3 is pressed menu message 04 is played and if 4 is pressed, menu message 05 is played. The menu message stops playing as soon as the caller presses any digit.

At the main menu, if the caller presses 5, the menu message no. 06 is played. This message should have a recording giving options for digits 1, 2 and 3 (since 3 entries follow the 906 entry for the single digit-dialing plan for digit 5)

At the main menu, if the caller presses 6, the menu message no. 11 is played. This recording has no sub menus.

In the above example, main menu message is Level 1, the sub-menu messages 01, 06 and 11 are Level 2 messages and all the others are Level 3 messages.

Sample voice sub-menus for above example could be as given below :

301 - "XYZ Company manufactures Digital Music On-Hold units, Call Accounting Systems, Auto Attendants and Voice Mail systems. For information on Digital Music On-Hold press 1, for Call Accounting press 2, for Auto attendant press 3 and for Voice mail press 4.

302 - The Music On-Hold is available with a recording time of up to 8 minutes. These units have fully non-volatile voice storage with more than 1 million recording cycles and retention of recording is guaranteed for 10 years without power.

303 - The Call Accounting systems are available as Stand-alone units with a built in modem port, PMS interface for most of the popular PMS systems, PBX integration etc. Standard models have storage for 3000 calls and may be upgraded to 15000 calls.

304 - The Auto Attendants are available in 2 port versions with 4 minutes of voice storage available for each port. They are fully remote programmable and even the Main greeting may be recorded from a

remote location. These units also have voice prompting for ascertaining the programmed values.

305 - Stand-alone Voice mail Systems in 2 port and 4 port versions with 128 mailboxes and storage from 4 hours to 20 hours are available. PC based Voice mail systems with 10000 mail boxes and 600 hours of voice storage are available in 4 port to 48 port versions having advanced features like remote call forwarding, emergency paging, remote maintenance etc.

306 - For directory of the Sales Department press 1, for Accounts department press 2 and for Tech support press 3.

307 - For Anthony dial 209, for Mary dial 206, for Julie dial 205.

308 - For Robert dial 211, for Rita dial 210.

309 - For Jacob dial 101, for Vincent dial 300.

311 - Our address is 9999, 99th Street West, Somecity. We are located just opposite the Supermart within 2 minutes drive from the University building. Our fax number is 999-9999

After playing any of the Level 2 or Level 3 menu messages, the default prompt "Press ✱ to repeat this message, 9 to go to previous menu, 0 to reach the operator, **#** to hang up or dial the desired extension" is played.

When the main greeting is playing (Level 1), the first digit dialed by the caller is subject to the 'Conflict dialing timer' value.

When a Level 2 message is playing, if any digit other than ✱ , #, 0 or 9 - is dialed, the unit checks if any sub-menus are enabled and whether the dialed digit has a matching sub-menu entry. If an entry exists, the 'conflict dialing timer value' is used to wait for further entry. If no further digits are received, the unit plays the appropriate sub-menu message. If more digits are received, the unit treats them as an extension transfer and further action would depend on the 'invalid leading digits' entries, Valid and Invalid extension lists. If an invalid single digit is dialed that is, a digit for which no matching sub-menu has been programmed, the unit prompts "This entry is invalid" and returns to the previous level which is the main greeting.

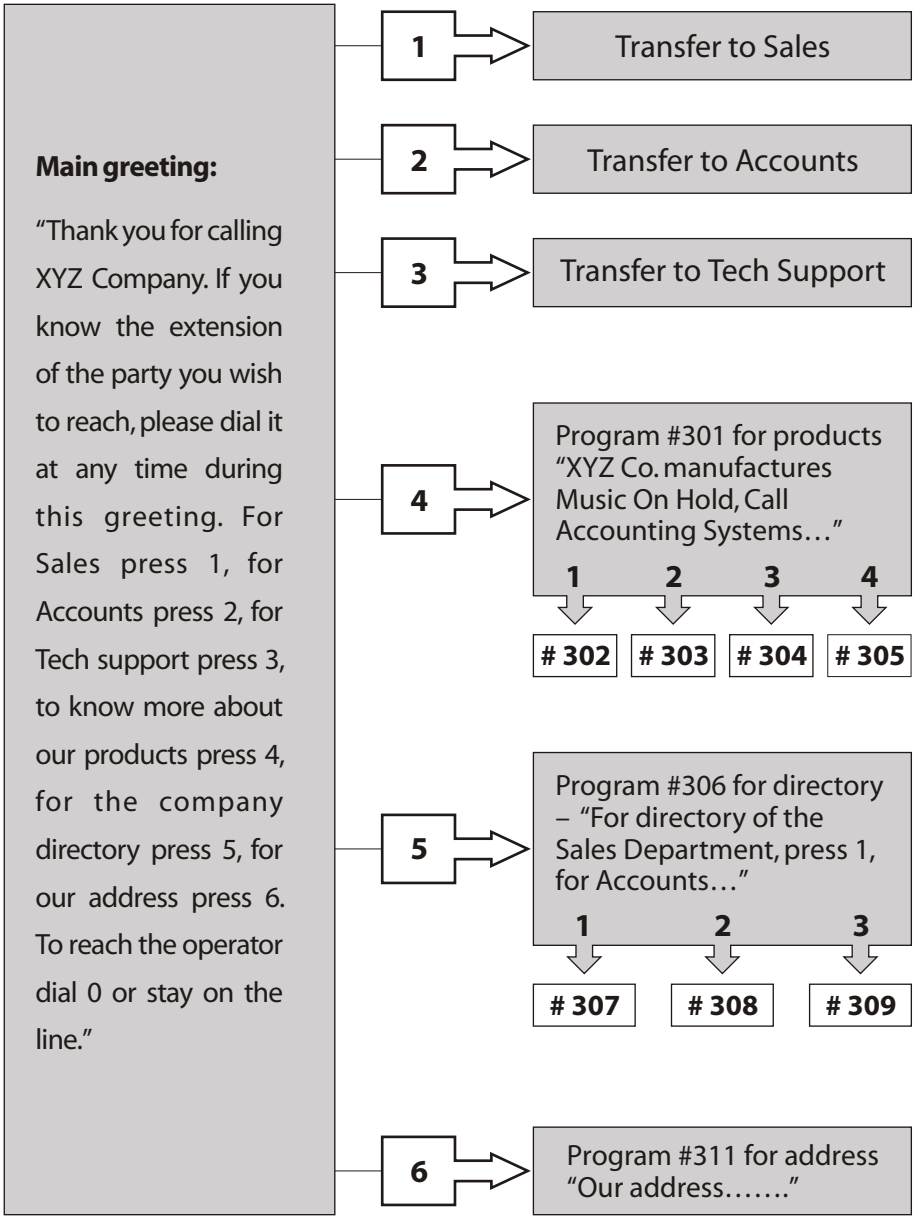
A Level 3 menu may not have any sub-menus and hence all entries, other than ✱ , **#**, 0 or 9, are treated as extension transfers. Invalid single digit entries take the unit back to the previous Level 2 menu. If no digit is dialed for 20 seconds, the unit plays the disconnect greeting and hang up.

In the above example, the message number 10 is not used because the user may have recorded the message and later decided not to use the same. Hence, it is not necessary that all the messages recorded be in any sequence. However, this message #10 will continue to occupy the recording space until it is recorded over with another message under Program # 310.

Note :

- **Important :** It is the user's responsibility to record and assign the message numbers appropriately.
- **Important :** It is the user's responsibility to ensure that the menu options recorded in the Level 1 and 2 menus match the entries for the Level 3 menus in the Single digit-dialing plan.
- It is not necessary to record the menu messages in any particular order.
- Extension numbers may not have 9 as the starting digit (since 9 signifies a voice menu)
- The entries in program 103 for Audiotex options accept entries up to 5 digits for extensions and when the first digit of the entry is '9' (signifying an Audiotex entry) only 2 digits after the '9' will be accepted.
- A maximum of 6 options may be given in a Level 2 menu. Hence, for example, 103 5 901 02 03 04 05 06 07 is the maximum allowed.
- While recording any of the Audiotex messages, if the end of recording space is reached, the unit gives 7 short beeps and automatically terminates the recording. An attempt to record a new message immediately terminates with the 7 short beeps and a "This entry is Invalid" prompt. When there is no further recording space available, an existing message may be re-recorded till it fills up the same amount of space that it had occupied earlier.
- There is no provision to delete a message once it is recorded. Hence, if all available space is used up and if an existing message is to be deleted, start re-recording that message and terminate within 1 second itself.
- While recording the Audiotex messages, the recording may be terminated by pressing the # key (allow a 3 second silence before pressing the # key).
- **Important :** Sometimes, when the recording of a voice menu message is terminated by pressing the # key, the # tone also gets recorded at the end of the message. When this message is played back to a caller accessing the voice menus, the call may get terminated because the # tone at the end of the message may be taken as the # tone pressed by the caller to terminate the call. Hence, *it is very important to play back each message after recording and ensure that you do not hear the # tone at the end of the message. If the # tone is recorded, you must re-record the message to ensure that the # tone does not get recorded at the end of the message.* However, this is a very rare occurrence and you may not need to re-record at all in most cases.

Flow chart for the example given above :


Main greeting:
"Thank you for calling XYZ Company. If you know the extension of the party you wish to reach, please dial it at any time during this greeting. For Sales press 1, for Accounts press 2, for Tech support press 3, to know more about our products press 4, for the company directory press 5, for our address press 6. To reach the operator dial 0 or stay on the line."
1
Transfer to Sales
2
Transfer to Accounts
3
Transfer to Tech Support
4
Program #301 for products "XYZ Co. manufactures Music On Hold, Call Accounting Systems…"
1
2
3
4
302
303
304
305
5
Program #306 for directory – "For directory of the Sales Department, press 1, for Accounts…"
1
2
3
307
308
309
6
Program #311 for address "Our address……."

In the Audiotex model the multilingual features may be used subject to the condition that the total number of Audiotex prompts may not exceed 32 and the total duration may not exceed 8 minutes for all these 32 prompts. For multilingual Audiotex operation, record the Audiotex prompts in the 2 different languages, program the Single digit plans and ensure that the prompts correctly match the options corresponding to the audiotex prompts in the Main greeting of each language.

For example, your main greeting in English is **"Thank you for calling XYZ Company. If you know the extension number of the person you wish to reach, please dial at any time during this recording. For driving directions press 1, for our address press 2 or stay on the line for the Operator".**

The same greeting in Language 2 (French) would be **"Merci d'appeler l'Entreprise XYZ. Si vous savez le numéro de poste de la personne que vous souhaitez contacter, veuillez composer le numéro à tout moment pendant cet enregistrement. Pour des directions de conduite veuillez composer le numéro Un, pour notre adresse veuillez composer le numéro Deux ou attendez pour l'assistance de l'opérateur".**

As you may see above, the audiotex prompts are under single digit plan 1 & 2 in English and 3 & 4 in French. The Audiotex prompts and their submenu prompts for the single digit plans for digits 1 to 4 must be recorded accordingly in the 2 different languages to correspond to these options.

Program # 300:

This program may be used to record all Audiotex messages continuously, one after the other, by playing an audio file on the PC. A silence of 3 seconds, the **#** tone and 0.6 sec of silence must be used to separate two consecutive messages. The last message must be terminated with the ✱ tone. All previous messages are lost. The unit goes On-Hook and the audio messages must be input through the RCA socket on the rear panel.

Program # 350:

This program is identical to Program # 300 except that the unit remains Off-hook so that the recordings may be done remotely through the telephone line.

Program # 399:

This program may be used to DELETE all Audiotex messages.

Program # 400:

This program may be used to listen to all Audiotex messages continuously, one after the other.

Installer Programs

Program No.	Name of the Program
501/601	Hook-flash Timing
502/602	Delay After Hook-flash
503/603	Off-hook To Message Delay
504/604	Conflict Timer
505/605	Wait time for in-band Signaling digit strings
506/606	Tone Or Pulse Dial
507/607	Digit Dial Speed
508/608	Operator Transfer Type
509/609	No. of Rings for Operator Pick Up
510/610	Operator transfer digit
511/611	Overflow relay pick up string
512/612 (0, 1)	Transfer String (normal, alternate)
513/613 (0, 1)	Retrieve String (normal, alternate)
514/614 (0, 1)	Strings for Busy (normal, alternate)
515/615 (0, 1)	Strings For No Answer (normal, alternate)
516/616 (0, 1)	Strings For End Of Call (normal, alternate)
517/617 (0, 1)	String for Answer (normal, alternate)
518/618	Hang Up Or transfer To Operator on No-digit
519/619	Announcer mode of operation (enable/disable)
520/620	Change Installer Password
521/621	Optional Extension Length
700 + 1 or 2	Record all Default Prompts (through phone)
701-724	Any one prompt at a time
800	Listen to All Default Prompts
801-824	Any one prompt at a time
900+ 1 or 2	Record All Prompts / Greetings through PC
901-924	Any one prompt at a time

Default Installer Parameter Table

Prog. No.	Default Value	Name of the Program
501 :	06	Hook-flash Timing
502 :	2	Delay After Hook-flash
503 :	5	Off-hook To Message Delay
504 :	2	Conflict Timer
505 :	0	Wait time for in-band Signaling digits
506 :	0	Tone Or Pulse Dial
507 :	0	Digit Dial Speed
508 :	0	Operator Transfer Type
509 :	05	No. of Rings for Operator Pick Up
510 :	0	Operator transfer digit
511 :	5*67	Overflow relay pick up string
512 :	-	Transfer String
513 :	-	Retrieve String
514 :	-	String for Answer
515 :	-	Strings for Busy
516 :	-	Strings For No Answer
517 :	-	Strings For End Of Call
518 :	0	No-digit dial action
519 :	0	Announcer mode of operation
520 :		Change Installer Password
521 :	3	Optional Extension length

Installer Programs

The Installer programs are typically PBX dependent parameters that must be programmed properly in the unit for it to work properly.

In this model of the ATT 2000 all the available programs have been divided into USER PROGRAMS and INSTALLER PROGRAMS.

The Installer Programs consist of all the PBX specific parameters which are programmed at the time of the installation and need not be known to the end user. These parameters may be saved separately by the Installer in the NVRAM and may be reloaded whenever desired. The User programs are mostly site-specific parameters which the user may need to change whenever desired.

Extension Length:

This model of the ATT 2000 may be programmed and used in an installation where the extension numbers are of fixed lengths or different lengths from 2 to 5 digits. Hence, if 23, 456, 7890 and 34567 are all valid extension numbers in a particular installation, the ATT 2000 transfers calls to these extensions without any problem.

The minimum length of an Extension is 2 digits and maximum is 5 digits. Hence, whenever the unit is waiting for an Extension number to be input by the caller whether in the Main Greeting or under programming the unit processes the digits as soon as 5 digits are received or if less than 5 digits are received, the input is processed as soon as the "Conflict timer" duration has elapsed after the last digit was entered.

Because of this, in installations where the extensions are of 2 or 3 or 4 digits only, the callers may notice a short delay of about 2 seconds after entering the last digit, before the unit transfers the call. If all the extensions are of a fixed length, this delay can be avoided by programming the Extension Length accordingly in Program 521.

All 5xx programs are for programming a new value and 6xx programs are for listening to the programmed value.

Program # 501: *Hook-flash timing*

The hook flash duration is programmable in steps of 50 msec (0.05 sec) from 0 to 2.45 seconds. If the Hook Flash duration is too short, the caller hears the digits being dialed by the PBX when the call is to be transferred to the extension. If the Hook Flash duration is too long, the call is disconnected

Enter 501 nn.

Range for `nn' = 0 to 49

Hook flash duration = nn x 0.05 sec

If `nn' = 0, then no hook flash takes place.

Default value = 06 (300 ms)

Length of entry = fixed 2 digits

Program # 601:

To listen to the currently programmed value for the Hook flash duration,

You will hear:

" Six Zero One (0.6 sec silence) Zero Six"

Program # 502: *Delay after Hook Flash*

This value determines the delay period after hook flashing and before dialing the digits for transferring a call.

Enter 502 n where n = 0 to 9 n x 0.5 sec gives the total delay period.

✱ and # are Invalid entries.

Default value = 2

Length of entry = fixed 1 digit

If this value is too small, the PBX will miss one or more of the digits dialed by the unit for transferring the call.

Program # 602:

To listen to the currently programmed value for the Delay after Hook Flash -

You will hear:

"Six Zero Two (0.6 sec silence) Two"

Program # 503: *Off Hook to Message Delay*

This value determines the delay period between the unit going off hook and the start of the message playing.

Enter 503 n where n = 0 to 9 n x 0.2 sec gives the total delay period.

If ✱ is entered, the unit prompts the message "This entry is invalid".

Default value = 5

Length of entry = fixed 1 digit

If this value is too small, the caller may miss the first few syllables or the first word of the main greeting.

Program # 603:

To listen to the currently programmed value for the Message delay -

You will hear:

"Six Zero Three (0.6 sec silence) Five"

Program # 504: *Conflict Timer*

The `conflict timer' value decides how long the unit waits for the caller to press another digit before transferring the call as per the single digit plan (when the first digit is pressed) or to the extension itself (when 2 or more digits have been pressed). If another digit is entered within this waiting period, the unit again waits for the `conflict timer' duration to elapse before processing the digits.

If the single digit dialing plan has been enabled for a digit, and if that is the first digit dialed by the caller, the unit transfers as per the Single digit plan after the Conflict timer duration elapses if no further digits are received. If the dialing plan has not been enabled for the first digit dialed by the caller, the unit waits for the caller to enter the next digit.

Enter 504 n where n = 2, 3, 4 or 5

n = wait-period in seconds.

If any other value is entered, the unit prompts the message "This entry is invalid".

Default value = 2

Length of entry = fixed 1 digit

Program # 604:

To listen to the currently programmed value for the Conflict timer -

You will hear:

"Six Zero Four (0.6 sec silence) Two"

Program # 505: *Wait time for In-band digit strings*

When the ATT 2000 is being used in an "Integrated mode" where the calls are transferred in a "Blind mode" - and if the extension is busy or no-answer, the PBX calls the unit back and sends a string to indicate to the ATT 2000 that the called extension was either busy or no-answer. These strings are known as "In-band strings" and are received by the unit as soon as it goes off hook.

Hence, it is important that the unit wait to receive the In-band strings before playing the main greeting in order to avoid missing the in-band

digit strings. The In-band signaling mode is disabled if the transfer mode is Semi supervised or Fully supervised and in the blind mode when the wait time for in-band digit strings is set to zero. If the In-band strings are being sent by the PBX, then this value must be set to a non-zero value.

When this mode is enabled, the ATT 2000 waits for the specified time before playing the Main greeting. If this value is set to a very high value unnecessarily, all callers will experience a silence period before the main greeting starts playing and this may confuse the callers. Hence, this value must be carefully programmed to an optimum value.

Enter 505 n where n = 0 to 9. (n = wait time in seconds)

If any other value is entered, the unit prompts the message "This entry is invalid".

Default value = 0

Length of entry = fixed 1 digit

Program # 605:

To listen to the currently programmed value for the Wait time for In-band digit strings -

You will hear:

"Six Zero five (0.6 sec silence) Zero "

Program # 506: *Tone or Pulse dialing*

The ATT 2000 has the capability to transfer the calls by dialing in the Pulse mode. This feature may be useful when installing the ATT 2000 on the older PBX systems which only support the Pulse mode of dialing.

By default the mode is set to TONE dialing (Program value = 0). To set the PULSE mode of dialing, enter 506 1.

If any value other than 0 or 1 is entered, the unit prompts the message "This entry is invalid".

Default value = 0

Length of entry = fixed 1 digit

Program # 606:

To listen to the currently programmed value for the Tone / Pulse dial value -

You will hear:

"Six Zero Six (0.6 sec silence) Zero"

Program # 507: *Digit Dial Speed (Tone duration)*

The durations of the Digit Tones are programmable in the ATT 2000, though the default value is expected to work satisfactorily in most PBX systems. If the default value is too small a value resulting in the PBX missing some digits, this value may be increased to generate longer tones.

Enter 507 n where n = 0 to 9

Tone duration = (n x 50 + 70) milliseconds.

Default value = 0

Length of entry = fixed 1 digit

Program # 607:

To listen to the currently programmed value for the Digit Dial speed -

You will hear:

"Six Zero Seven (0.6 sec silence) Zero"

Program # 508: *Operator Transfer Type*

ATT 2000 Supports 3 types of transfer modes separately for the Operator extensions. Hence, it is possible to have a Blind mode of transfer for the Operator extensions while having a Supervised transfer for the regular extensions.

0 = Semi supervised (Default)

1 = Fully supervised

2 = Blind mode

These modes of transfer are more fully described under Program # 102.

If any value other than 0, 1 or 2 is entered, the unit prompts the message "This entry is invalid".

Program # 608:

To listen to the currently programmed value for the Operator Transfer type value - You will hear:

"Six Zero Eight (0.6 sec silence) Zero"

Program # 509: *No. of rings for Operator pick up*

At some locations it may be necessary to be able to separately program the number of rings for a No Answer from an Operator extension, because of a very high call volume or for any other reason. Program the "No. of rings" value as desired in this program.

Enter 509 n where n = 03 to 99

Default value = 05

Length of entry = fixed 2 digit

If 00 or 01 or 02 is entered, the unit prompts the message "This entry is invalid".

Program # 609:

To listen to the currently programmed value for the Number of rings for Operator to pick up -

You will hear:

"Six Zero Nine (0.6 sec silence) Zero Five "

Program # 510: *Operator Transfer digit*

It is possible to program the Operator transfer digit to any value between 0 and 9. However, the Operator Digit may not be part of the Single Digit Dialing Plan.

Enter 510 n where n = 0 to 9

Default value = 0

Length of entry = fixed 1 digit

Program # 610:

To listen to the currently programmed value for the Operator transfer digit -

You will hear:

"Six One Zero (0.6 sec silence) Zero"

Program # 511: *Overflow Relay Pick up*

The ATT 2000 has an optional provision for the incoming call to be picked up through the Overflow Relay. When an incoming call goes unanswered at the Operator Console, the PBX may be programmed to activate the Overflow relay. These relay contacts may be wired to the Overflow Relay input of the ATT 2000.

When the Overflow relay closes and opens its contacts a pre-defined number of times, the ATT 2000 goes off hook and dials the pick up code - (now the PBX connects the incoming call to the ATT 2000) - and then starts playing the main greeting. The caller then has all the options available through the ATT 2000.

Default value: 511 5 ✱ 67

In the above example, 5 is the number of relay closures to wait before dialing the pick up code ✱ 67. The number of relay closures may be any value from 1 to 9.

The value 511 # disables the Overflow pick up feature.

Length of entry = variable. Maximum total 5 digits

A call routed normally by the PBX to the ATT 2000 has a higher priority over the Overflow Pickup call. And hence, if a normal call comes in while the unit is waiting for the requisite number of Overflow relay closures, it abandons the Overflow call and answers the normal call.

On the Two port Auto Attendant, the Overflow inputs are common to both the ports. However, to avoid both ports picking up the Overflow call at the same time, Port 2 is programmed to wait for one relay closure more than Port 1. For example, if 5 is the `no. of closures' programmed under program #210, Port 1 picks up the call after 5 closures. If Port 1 is busy answering a call, Port 2 picks up the call after a total of 6 relay closures.

Program # 611:

To listen to the currently programmed value for the Overflow Relay pickup code -

You will hear:

"Six One One (0.6 sec silence) Five Star Six Seven"

Programming of Signaling Strings:

Some PBX systems require a string to be dialed instead of just a Hook Flash when transferring a call or retrieving a call. Some PBX systems signal the status of a call which was transferred to an extension by sending a string called "In-band signaling strings". In such cases, it is necessary to have a special method for entering non-digit values. All the following programs (from 512 to 517) use the mode of entry described below

✱✱ = ✱

✱0 = Hook flash (Duration as per Program # 501)

✱1 = Pause (Timing as per Program #502)

✱2 = #

✱3 = Extension

✱4 = Ignore value

✱5 = Digit "A"

✱6 = Digit "B"

✱7 = Digit "C"

✱8 = Digit "D"

0 to 9 = 0 to 9

Note:

✱3 to ✱ 9 = 3 to 9 for Program # 512 to 514.

✱9 is Invalid digit combination for Program # 515 to 517.

The # key is used to terminate the entry sequence. If the maximum number of digits are entered (14 digits for #512 to 514, 32 digits for # 515 to 517) and then the # key is pressed, the unit checks for validity of these digits and then stores them if valid. But the # key is processed as the first digit of the next program number - which will make the unit exit the programming mode. Hence, the # key must be used only if the total number of digits entered is less than the maximum allowed.

Program # 512: *Transfer String*

The ATT 2000 has a facility to program TWO different Transfer strings Primary and Alternate string. Hence, while programming you need to select Primary String (0) or Alternate String (1). However, it is not necessary to program the Alternate string and may be left blank if not being used.

For example, if a PBX requires that to transfer a call you need to Hook Flash, pause, dial ✱ 1 and then the extension, the Primary string to be programmed here would be 512 0 ✱ 0 ✱ 1 ✱ ✱ 1. The extension must not be programmed as a part of the string here. To program the Alternate string, the entry would be 512 1 ……

Length of entry = maximum of 14 digits, including the # key (for each string)

Default value : None (The unit will Hook Flash by default to transfer a call)

The # at the end is not prompted as it is an indicator of the end of the string.

Program # 612:

To listen to the currently programmed value for the Call Transfer strings, enter 612. The unit prompts the Primary string first, gives two short beeps and then prompts the Alternate string.

You will hear for the above example -

"Six One Two (0.6 sec silence) Star Zero Star One Star Star One"

If the alternate string is also programmed, the unit prompts the primary string, gives two short beeps and then prompts the alternate string.

Program # 513: Retrieve String

In some PBX systems, it may be necessary to dial a special string to retrieve a call when the extension to which a call is transferred is Busy or No answer. Here, you must program TWO different Retrieve strings Busy / Invalid Retrieve string (0) and No answer Retrieve string (1). For example, you may need to dial ✱ 2 to retrieve a call from a Busy extension and ✱ 3 to retrieve a call from a No-answer extension. In this case the Busy string to be programmed here would be 513 0 ✱✱ 2 and the No answer string would be 513 1 ✱✱ 3

Note: If the Busy retrieve string is identical to the No-answer retrieve string, you must program the same string in both places. The No-answer retrieve string should not be left blank.

Length of entry = maximum of 14 digits, including the **#** key (for each string)

Default value: None (The unit will Hook Flash by default to retrieve a call)

The # at the end is not prompted as it is an indicator of the end of the string.

Program # 613:

To listen to the currently programmed Retrieve strings, enter 613.

You will hear (in the above example):

"Six One Three (0.6 sec silence) Star Star Two beep beep Star Star Three "

Program # 514: *Answer String*

The Answer string is similar to the Transfer and Retrieve string and may be required in some PBX systems to be dialed to patch the external caller to the called extension after the called party has answered the call.

For example, it may be required to dial ✱ 4 to patch the external caller to the called extension after the called party has answered the call.

For the Primary Answer String, enter 517 0 ✱ 4 **#**

Length of entry = maximum of 14 digits, including the **#** key (for each string)

Default value: None (The unit will Hang up by default to transfer a call)

The **#** at the end is not prompted as it is an indicator of the end of the string.

Program # 614:

To listen to the currently programmed value for the Answer String -

You will hear:

"Six One Four (0.6 sec silence)"

Program # 515: *Busy String*

The next 3 programs refer to the In-band signaling strings dialed by the PBX to signal the call status in the Integrated mode of transfers. Here also, you may program a Primary and Alternate string for each type and if either string is received by the ATT 2000, it treats the string as matched and takes further action accordingly.

For example -

If the Primary Busy string is ✱ 7 ✱ 5 <Called Extn> <Calling Extn> ##,

to program this string, enter 515 0 ✱✱ 7 ✱✱ 5 ✱ 4 ✱ 4 ✱ 4 ✱ 4 ✱ 4 ✱ 4 ✱ 4 ✱ 2 ✱ 2 #

Length of entry = maximum of 32 digits, including the # key (for each string).

The called extension and the calling extension information are not required and hence may be ignored. However, it is important that ✱ 4 for each digit of the Called and Calling Extension number be programmed correctly and must be equal to the Extension length. Hence, mixed Extension lengths may not be used in such cases as it is not be possible to program and decode these strings properly.

Default value : None

The # at the end is not prompted as it is an indicator of the end of the string.

Program # 615:

To listen to the currently programmed value for the Busy string -

You will hear (in the above example where the Alternate Busy string is blank):

"Six One Five (0.6 sec silence) Star Star Seven Star Star Five Star Four Star Four Star Four Star Four Star Four Star Four Star Four Star Four Star Two Star Two"

Program # 516: *No Answer String*

The programming for the No-Answer string is identical to the Busy string and you may program a Primary and Alternate No Answer string.

Length of entry = maximum of 32 digits, including the # key (for each string).

The **#** at the end is not prompted as it is an indicator of the end of the string.

Program # 616:

To listen to the currently programmed value for the No Answer string -

You will hear (when no strings are present):

"Six One Five (0.6 sec silence)"

Program # 517: *End of Call String (Hang up string)*

The programming for the End-of-call string is identical to the Busy string and you may program a Primary and Alternate End-of-call string.

The Hang up string is sent by the PBX whenever the caller disconnects after calling the ATT 2000. The unit detects this string and terminates the call immediately if the received string matches either the Primary or the Alternate End of call (Hang up) string.

Length of entry = maximum of 32 digits, including the **#** key (for each string).

Default value : None

The **#** at the end is not prompted as it is an indicator of the end of the string.

Program # 617:

To listen to the currently programmed value for the Primary End of Call string -

You will hear:

"Six One Six (0.6 sec silence)"

Program # 518: *Action on No-digit response*

When the caller tries an extension for the first time and gets a Busy or No answer, the ATT 2000 prompts "Please try another extension or dial 0 for the Operator" and after the second attempt the unit prompts "Please dial 0 for the Operator or try your call again later". The ATT 2000 may be programmed to either disconnect or transfer the caller to the Operator if the caller does not press 0 when the caller has already tried one or two extensions, which were either Busy, or No answer.

Enter 518 n where n = 0 or 1

Default value = 0 (transfer to operator). To have all such calls disconnected enter 518 1.

enter 518 1.

Length of entry = fixed 1 digit

If any value other than 0 or 1 is entered, the unit prompts the message "This entry is invalid".

Program # 618:

To listen to the currently programmed value for the Action on No digit response -

You will hear:

"Six One Eight (0.6 sec silence) Zero"

Program # 519: *Announcer Mode*

The ATT 2000 may be programmed to work as a Recorded Message Announcer where the unit answers the incoming call, plays the recorded message and disconnects the call. This type of functioning may be useful when the office has shifted its premises or is closed for renovation or is closed for holidays etc. when there is nobody to answer the incoming calls.

Enter 519 n where n = 0 or 1

Default value = 0 (Normal mode). To enable the Announcer mode of operation, enter 519 1.

Length of entry = fixed 1 digit

If any value other than 0 or 1 is entered, the unit prompts the message "This entry is invalid".

Note: In the "Announcer mode" of operation, the DAY greeting is played back irrespective of the Night & Holiday programming and Fax detection is disabled.

Program # 619:

To listen to the currently programmed value for the Announcer mode -

You will hear:

"Six One Nine (0.6 sec silence) Zero"

Program # 520: *Change Installer Password*

The Installer is allowed to have a 5 digit password as against a 4 digit password for the end user. To program a new 5 digit password -

Enter 520 nnnnn.

`nnnnn' is the new password that you want to set. The password may include ✱ but not # as a digit.

Length of entry = fixed 5 digits

The Installer may also Listen to and reprogram the User password under Program # 119.

Program # 620:

The currently programmed password is played back.

Program # 521: *Optional Extension Length*

The ATT 2000 has the ability to accept extension numbers with variable number of digits from 2 to 5 or it can be made to accept a fixed extension length.

To use the variable extension length option, program the Length = 0 under this program. In this case, whenever the caller dials an extension, it will transfer the call after receiving 5 digits or if less than 5 digits are dialed, wait for the conflict timer to elapse after the last digit has been dialed and then transfer the call. Hence, if there are no 5 digit extensions and if 0 is programmed, there will always be a delay of a few seconds (depending on the conflict timer value), before the call is transferred and this may lead to some confusion for the callers.

If all the extensions are of a fixed length, it is advisable to program the value accordingly under this program. If the programmed value is 2 or 3 or 4 or 5, the unit waits for only that many number of digits to be dialed by the caller and transfers the call immediately once all the digits are received.

Enter 521 n where n = 0, 2,3,4,5

Default value = 3 Length of entry = fixed 1 digit

Program # 621:

To listen to the currently programmed value for the Extension Length -

You will hear:

"Six Two One (0.6 sec silence) Three"

Program # 700, 800, 900

Program # 700, 701-724 Record all prompts and greetings (Through phone line, remote recording)

You may record any of the default prompts remotely using this program. The default prompt list is given at the end of this manual. To change the default prompt of the second language in a multilingual set up, first set the

default prompt of the second language in a multilingual set up, first set the Language number in Program# 120 to 2 and then use the program numbers 701 to 724 to change the desired default prompt.

To record all Default prompts one after the other, use Program number 700 followed by the Language number 1 or 2. Start recording after you hear a long beep. A silence of 3 seconds, the # tone and 0.6 sec of silence must be used to separate two consecutive messages. This program is useful in recording the second language prompts for the first time.

Program # 800, 801- 824 Listen to Default prompts and greetings

Program number 800 plays back all the Default prompts one after the other. Use program number 801 to 824 to listen to any one prompt at a time.

To listen to the default prompt of the second language in a multilingual set up, first set the Language number in Program# 120 to 2 and then use the program numbers 801 to 824 to listen to the desired default prompt.

Program # 900, 901-924 Record All prompts and greetings (through PC, local)

All the default prompts may be recorded by playing a voice file on the PC and fed into the unit through the Music / Audio input of the ATT 2000 unit. Under this program, the unit goes on-hook after the program number is entered.

To change the default prompt of the second language in a multilingual set up, first set the Language number in Program# 120 to 2 and then use the program numbers 901 to 924 to change the desired default prompt. To record all Default prompts one after the other, use Program number 900 followed by the Language number 1 or 2.

The unit gives a long beep and goes on hook after the digit specifying the Language number is entered. Start recording after the unit goes On-Hook. A silence of 3 seconds, the # tone and 0.6 sec of silence must be used to separate two consecutive messages. This program is useful in recording the second language prompts for the first time.

Note:

The difference between Program numbers 700-724 and 900-924 is that in 700-724, the unit remains Off-hook and the prompts must be fed through the telephone line either by speaking into the phone directly or by using the special PC-to-phone adaptor when the prompt file is played on the PC and the ATT 2000 unit is in a remote location.

In Program 900-924, the unit goes On-hook and the input is through the Music-In socket on the front panel. Hence 900-924 may be used only when the unit is located physically close to the PC on which the prompt file is being played.

The 900-924 programs are expected to give a better quality recording of the prompts since the noise and bandwidth limitations of the Telephone line are not present as in the case of Program numbers 700-724.

Program # 970: The previously saved Installer Program parameters are loaded from NVRAM (Non-Volatile RAM). If these parameters have not been saved earlier, the unit prompts "This entry is invalid".

Program # 980: All the Installer Program parameters are saved in NVRAM separately.

Default prompts

1	Please dial '0' for operator assistance or else try your call later.
2	I am sorry that extension is busy.
3	I am sorry there is no answer from that extension.
4	Transferring call.
5	To extension.
6	Please hang up this call will now be disconnected.
7	This entry is invalid
8	Zero
9	One
10	Two
11	Three
12	Four
13	Five
14	Six
15	Seven
16	Eight
17	Nine
18	Star
19	Press star to repeat the message, pound to exit, nine to return to previous menu or 0 for the Operator.
20	Enter program number.
21	Please try another extension or dial '0'for the operator.
22	Thank you for calling. If you know the extension number of the party you wish to reach, please dial it any time during this greeting. To send a fax press the start button on your fax machine now. To reach the operator, please dial '0' or stay on the line.
23	Thank you for calling. Our offices are closed at present. Please dial '0' for the Night Operator or try your call again during regular office hours.
24	Thank you for calling. Our offices are closed at present on account of a holiday. Please call us again on a regular working day.

Specifications

Power Supply	Through Wall Adaptor 12 V A.C / 1 W
Voice Storage	4 Minutes per port for ATT 2000 and an additional 8 minutes per port for Audiotex model.
Message Storage	Message stored in a non-volatile memory. Battery not required
Front Panel Indicators	Record, Play and Off Hook Lamps
Recording	Through RCA socket
Volume Control	Provided on the rear panel of the unit
Mounting	Wall or Desktop
Frequency Response	40-3400 Hz
Sampling Rate	8.0 KHz Typical
Connection to PBX	Through RJ11 Jack and analog port of PBX

Statutory Information

FCC Information:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and may radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which may be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

This Class B digital apparatus meets all requirements of the Canadian Interference causing Equipment Regulation

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

CE This product complies with the requirements of the following European Directives: The EMC Directive 89/336/EEC; the Low Voltage Directive 73/23/EEC both amended by the Directive 93/68/EEC

Limited Warranty:

See the Limited Warranty card supplied with the unit for details.

Shipping the unit for repairs/replacement during or after the warranty period:

Before shipping ensure that the product is packed in either the original shipping carton or in a well-padded, heavy duty corrugated box to prevent damage to the unit in transit. Enclose a copy of your sales invoice (proof of purchase) and ship the unit to your dealer/distributor freight prepaid and insured for a replacement value.